



C/O ID Experts
PO Box 6336
Portland, OR 97228-6336



<<MAIL_ID>>

<<NAME1>>

<<ADDRESS1>>

<<ADDRESS2>>

<<CITY>>, <<STATE>> <<ZIP>>

<<COUNTRY>>

Dear [Name of Patient or Legal Representative]:

We are writing to let you know of a recent security incident that may have resulted in the disclosure of your name, address, date of birth, medical record number, account number, and health information including diagnosis, lab results, and procedures performed at Goleta Valley Cottage Hospital or Santa Barbara Cottage Hospital. No social security numbers, driver's license numbers, health insurance numbers, bank account numbers or any other financial information were exposed. At this time, we are not aware of any misuse of your personal information. We take the security of your information very seriously, and sincerely apologize for any inconvenience this may cause you.

On December 2, 2013, Cottage Health System received a voicemail message informing us that a file containing personal health information of certain patients may be available on Google. We immediately investigated this situation, and discovered that a third party vendor for Cottage Health System and its affiliated hospitals, Goleta Valley Cottage Hospital and Santa Barbara Cottage Hospital ("CHS") appeared to have, without CHS's knowledge, removed electronic security protections from one of the servers, resulting in the exposure of certain information stored on the server.

We immediately removed the server from service, meaning no one can access the information on the server. We also conducted a review of all computer servers to ensure that reasonable security measures are in place for our remaining servers, and requested Google remove the file from its systems. Although we have no evidence to suggest anyone has used the information contained on this server in any way, we want you to be aware of the situation and understand what you can do to protect yourself from potential harm. We want to also assure you we have taken steps to prevent this type of event from happening again including reviewing service relationships with third party vendors, expanding and increasing the frequency of internal and external security checks and enhancing our "change notification system".

We take the security and privacy of information in our control very seriously. Although it is unlikely that your information has been or will be misused, in an abundance of caution, we are offering identity theft protection services through ID Experts® to provide you with FraudStop™ PHI Edition. These services include:

- 12 months of recovery services
- Healthcare Identity Protection Toolkit™
- Exclusive educational materials, and
- Access to fraud resolution representatives.

You will find detailed instructions for enrollment on the enclosed Recommended Steps document, or you can enroll online at www.idexpertscorp.com/protect. You will need the following access code when calling or enrolling on the website, so please do not discard this letter. Please note the deadline to enroll is March 6, 2014.

Access Code: <<Membership Code>>

CHS takes its obligation to protect your personal information very seriously and apologizes for any inconvenience this may cause you. If you have any questions regarding this incident, ID Experts is standing by to assist you Monday through Friday from 6 am - 6 pm Pacific Time, and can be reached by calling toll-free 1-877-264-9632.

Sincerely,

A handwritten signature in black ink, appearing to read 'S. Fellows', written in a cursive style.

Steven A. Fellows
Executive Vice President and Chief Operating Officer
Chief Compliance Officer
Cottage Health System

Recommended Steps to help Protect your Information

Note: Minors, under the age of 18, should not have a credit history established and are under the age to secure credit. Please also note that no one is allowed to place a fraud alert on your credit report except you, please follow the instructions below to place the alert.

1. Telephone and enroll. Contact ID Experts at 1-877-264-9632 to gain additional information about this event, enroll in the services being offered and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

2. Review your credit reports. We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to www.annualcreditreport.com or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

If you discover any suspicious items and have enrolled with ID Experts, notify them immediately by calling or by visiting their Member website and filing a theft report.

If you file a theft report with ID Experts, you will be contacted by a member of the Recovery Department who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Experts Recovery Advocate who will work on your behalf to identify, stop and reverse the damage quickly.

You should also know that you have the right to file a police report if you ever experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement or to the Attorney General.

3. Place Fraud Alerts with the three credit bureaus. You can place a fraud alert at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. The contact information for all three bureaus is as follows:

Credit Bureaus

Equifax Fraud Reporting
1-800-525-6285
P.O. Box 740241
Atlanta, GA 30374-0241
www.alerts.equifax.com

Experian Fraud Reporting
1-888-397-3742
P.O. Box 9554
Allen, TX 75013
www.experian.com

TransUnion Fraud Reporting
1-800-680-7289
Fraud Victim Assistance Division
P.O. Box 6790
Fullerton, CA 92834-6790
www.transunion.com

It is necessary to contact only ONE of these bureaus and use only ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well. You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review.

4. Security Freeze. By placing a security freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. You will need to contact the three national credit reporting bureaus listed above in writing to place the freeze. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze. The cost of placing the freeze varies by the state you live in and for each credit reporting agency. However, if you are a victim of identity theft and have filed a report with your local law enforcement agency or submitted an ID Theft Complaint Form with the Federal Trade Commission, there may be no charge to place the freeze.

5. You can obtain additional information about the steps you can take to avoid identity theft from the following:

For California Residents:

Visit the California Office of Privacy Protection (www.privacy.ca.gov) for additional information on protection against identity theft

For Maryland Residents:

Office of the Attorney General of Maryland
Consumer Protection Division
200 St. Paul Place
Baltimore, MD 21202
www.oag.state.md.us/Consumer
Telephone: 1-888-743-0023

For North Carolina Residents:

Office of the Attorney General of North Carolina
9001 Mail Service Center
Raleigh, NC 27699-9001
www.ncdoj.com/
Telephone: 1-919-716-6400

For all other US Residents:

Identity Theft Clearinghouse
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580
www.consumer.gov/idtheft
1-877-IDTHEFT (438-4338)
TDD: 1-202-326-2502

The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them.